

ILLINOIS

Consumer Sentinel Complaint Figures

January 1 - December 31, 2007

Total Number of Fraud and Identity Theft Consumer Complaints = 31,906



Fraud Complaints from Illinois Consumers = 21,602

Top Fraud Complaint Categories for Illinois Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Shop-at-Home/Catalog Sales	2,227	10%
2	Internet Services	1,588	7%
3	Computer Equipment and Software	1,173	5%
4	Foreign Money Offers	1,105	5%
5	Prizes/Sweepstakes and Lotteries	1,058	5%

¹Percentages are based on the total number of fraud complaints from Illinois consumers (21,602).

Amount Paid Reported by Illinois Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
21,602	\$38,585,928	19,807	92%	\$1,948

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Illinois consumers (19,807). Six consumers reported an amount paid of \$1 million or more.



Identity Theft Complaints from Illinois Victims = 10,304

Identity Theft Types Reported by Illinois Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	2,345	23%
2	Phone or Utilities Fraud	1,945	19%
3	Employment-Related Fraud	1,460	14%
4	Government Documents or Benefits Fraud	1,287	12%
5	Bank Fraud ²	1,271	12%
6	Loan Fraud	551	5%
	Other	2,481	24%
	Attempted Identity Theft	526	5%

¹Percentages are based on the 10,304 victims reporting from Illinois. Percentages add to more than 100 because approximately 17% of victims from Illinois reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.